Annex 9

Summary of Findings from Thematic Household Survey 2007

(Comparison with findings in 2000 and 2003, where possible.)

Have you ever had any dissatisfaction with government departments or public bodies regarding the following aspects? # ^	
Yes	**23.4%**
a. Poor staff attitude	40.5%
b. Delay	37.5%
c. Ineffective control	36.8%
d. Lack of response	32.8%
No	**76.6%**

Why didn't you complain/think of complaining them? # ^	
Too troublesome	53.2%
Ineffective to complain	39.7%
Do not know how to complain	20.5%
Do not know whom to complain	17.3%

Which of the following channels do you think you would approach if you wish to lodge a complaint about maladministration of a government department or public body? What other channels would you approach? # ^

	2007	2003	2000
Complaint channel of the department/public body concerned	35.5%	25.1%	37.5%
District Council/member of District Council	30.5%	19.8%	46.1%
Office of The Ombudsman	15.5%	9.8%	22.3%
Media (e.g. radio, TV, newspaper or magazine)	13.9%	14.7%	20.5%

What are your reasons for choosing this/these channel(s)? Any other reasons? # ^

	2007	2003	2000
Convenience	44.2%	44.5%	44.3%
Efficiency in processing complaints	25.4%	27.2%	33.9%
Those channels are specifically for handling complaints	23.9%	1.4%	N.A.
To draw attention of the public and give more pressure to department, organisation concerned	16.9%	23.3%	1.0%

Multiple answers allowed. ^ Only top four highest score shown.

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	Now, I would like to invite you to assess the performance of the Office of The Ombudsman based on these attributes. @	Now, I would like to invite you to assess the performance of the Office of The Ombudsman based on these five selected attributes.@	Of the 5 important attributes you selected above, how would you perceive to be the performance of the Office of The Ombudsman in each of them? @
	2007	**2003**	**2000**
Providing easily accessible complaint channels for complainants	2.67	2.20	1.93
Making scope of service conspicuous to the public	2.61	2.17	N.A.
Efficient, offering speedy action and resolution within pre-determined time limits	2.62	2.19	1.93
Objective and free from undue influence or interference	2.88	2.34	2.00
Keeping information confidential, and protecting the privacy of complainants	3.13	2.49	2.21
Clear explanation of the whole story	2.72	N.A.	N.A.
Identification of critical issues in complaints	2.71	2.19	1.94
Clear explanation of reasons when making decisions	2.65	2.14	1.96
Informing the complainants the progress regularly	2.61	2.22	1.84
Helpful and courteous staff	2.98	2.34	1.88
Providing useful information and advice	2.78	2.24	1.99

@ Scale adopted in 2007 – 1-4 (“4” means “very good” and “1” means “very poor”)
2003 – 1-3 (“3” means “good”, “2” means “average” and “1” means “poor”)
2000 – 1-3 (“3” means “excellent”, “2” means “satisfactory” and “1” means “poor”)

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	As far as you know, is the Office of The Ombudsman empowered to conduct direct investigations on problems of public concern even though no complaints were received?		Are you aware that the Office of The Ombudsman is empowered to conduct own-motion direct investigations on problems of public concern?
	2007	**2003**	**2000**
Yes	24.2%	20.6%	22.4%
No	38.6%	21.6%	N.A.
Don't Know	37.2%	57.8%	N.A.